Information Technology Business Case – Section A
Miami-Dade County – FY 2005-06
Delivering Excellence Every Day

MIAMI-DADE
COUNTY

Directions: Please complete shaded areas below.

Department Name:	**Communications Department**
Project Name:	**Dial-A-Life Tracking Database**
Project Amount:	**$**
Prepares Name & Contact Information:	**Asheley Hepburn, 305-375-4572**

Project Type: Please check (√) one.

☐	**Enterprise**	☐	**Communities of Interest**	**X**	**Department Specific**

Funding Source: Please check (√) one.

X	**GF Capital**	☐	**Proprietary Capital**

☐ **Mandated Requirement**
(If checked (√), please indicate who is mandating this request as well as the time frame)

2A **Department Priority of Initiative (1, 2, 3, etc.)**

Section A

Background:
The Dial-A-Life Program was initiated by Commission Chairman Joe A. Martinez in 2001 and implemented in 2003. The program was created to collect and distribute cellular phones to at risk (victims of domestic violence, the elderly, disabled, and low income) residents of Miami-Dade County who may need emergency assistance. The phones do not carry full service, but instead, are programmed to only 911. There is only one staff person assigned to perform these duties, a program coordinator.

We are proposing the development of database that consolidates all information in on one database. There is no funding for this project. All efforts involved in the process by the Communications Department, the Enterprise Technology Services Department (ETSD), General Services (GSA) and other County Departments are done "in-kind".

Problem Statement:
The current system/process is not as efficient as it could be. It does not allow the program coordinator to focus on other duties such as marketing and soliciting collection partners for the program. By implementing this database and automating the process it is anticipated the program coordinator would have additional time to focus on other duties such as marketing and soliciting collection partners for the program.

Solution:
We are proposing the development of database that consolidates all information in one database; that allows for integration between collection centers and ourselves and distribution centers and ourselves to reduce duplication of effort. This system will provide automated detailed reports of phone status, automated statistical reports such as the time it takes to process a phone from the point of collection to distribution and how many phones were collected at each collection center and how many phones were distributed at each distribution center.

Expected Benefits / Direct Payback:
The expected benefit to the department is the program coordinator will have additional time to focus on other duties such as marketing and soliciting collection partners for the program. Currently 20% of the program coordinator's duties are focused on maintaining database records, by automating this process and providing automated reports we can substantially reduce the percentage of time dedicated to maintaining database records.